

**TRANSIT SERVICES ADVISORY COMMITTEE**  
**Meeting Summary**  
**Thursday February 11, 2016**

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**PRESENT:** Mike Warner, Charlotte  
Chris Maloy, Charlotte  
Joshua Niday, Charlotte  
D. Evans, Charlotte  
Greggory Hardee, Charlotte  
James Hillsman, Charlotte  
Scott Jernigan, Charlotte  
Walter Horstman, Matthews  
Kalan Pegg, Van Pool  
Lou Raymond, Cornelius  
Christine Bryant, Huntersville

**STAFF:** Wanda Braswell, Duretta Weicken, Larry Kopf, Brian Horton, Pamela White, Tom Reynolds, Theron Barrino, Allen Smith, Dee Pereira

***Meeting Time 4:00-5:30 PM***

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**I. Call to Order and Approval of the January Meeting Summary**

Chairman Mr. Michael Warner called the meeting to order at 4:00 p.m.,  
The January meeting summary was approved with one correction to page 6  
Scott Jernigan comment about Bus Operators request to change the A1  
Misdemeanor charges to Felony charges.

**II. Public Comment on Agenda Items:**

There was no one from the public at the meeting to give comment.

### **III. Information Items:**

#### **A. CATS Budget**

#### **Dee Pereira**

Dee Pereira CATS Chief Financial Officer presented the FY2017 Operating & Debt service Budget and the FY2017-21 Community Investment Plan. Ms. Pereira explained the FY2017 recommended budget saying operating revenue increases to \$139.4 million, a three percent increase from the FY2016 adopted budget. Operating expenditures increase to \$123.2 million. The Operating balance of \$16.2 million is distributed from operating to the capital plan. Those funds are used in the capital plan to provide the local match for federal grants. Ms. Pereira said that CATS projects a 0.4 percent increase in ridership, for a total of about 25 million riders, and a 0.8 percent increase in revenue service hours, to just over 9,000 hours, to meet customer needs for weekend and night services as well as congestion mitigation.

Ms. Pereira reviewed how CATS allocates sales tax revenue. In addition to sales tax, the largest source, revenue is collected from fares and service reimbursements; Maintenance of Effort; funds received from the City of Charlotte, Mecklenburg County and the Town of Huntersville; and Operating Assistance from grants and other miscellaneous grants and sources. Increases in Operating Expenditures will be allocated primarily to direct services such as bus, rail, vanpool, STS and other services. About 20 percent is allocated for direct support services, transit development, marketing and technology and the executive and finance divisions. Ms. Pereira reviewed staffing levels proposed for FY2017. CATS' has been conservative in staff increases since the recession. Staffing levels were flat from FY2011 through CATS FY2014. Positions were added in FY2015, primarily for safety. In FY2017, the number of City positions will increase further, related to LYNX Blue Line Extension (BLE) implementation.

The debt service program is governed by MTC's Financial Policies. CATS' revenue reserve is projected to be \$21.8 million by the end of FY2016. The fund balance continues to remain above \$100 million. Sales tax and grants are used as revenue sources to pay for annual debt service expenditures. New debt financing will be undertaken for the Fare Equipment and Systems project for new fare boxes, ticket vending machines and smart cards, as well as Phase 2 of the LYNX Blue Line Capacity Expansion project to extend 11 platforms and implement system upgrades.

Ms. Pereira reviewed five-year sources and uses of funds. The five-year Community Investment Plan (CIP) will complete the BLE and both phases of the BLCE. There are also projects for studies of other corridors; new fare collection equipment and Smart Card technology; Automatic Train Protection on all rail cars as mandated by USDOT; replacement of 284 revenue vehicles, including 15 vehicles for expansion of the STS fleet; maintenance of light rail bridges and alignments; and technology. Five-year CIP projects funded by others include completion of CityLYNX Gold Line Phase 2 and relocation of Amtrak tracks to the Charlotte Gateway Station.

Mr. Warner asked how long fare boxes last. Mr. Pereira stated 5-10 years depending on technology. Mr. Kopf stated fare boxes are supposed to last twelve years then CATS refurbishes the old fare boxes.

Mr. Jernigan asked if the committee could receive the fare options before the March meeting. Ms. Pereira stated that can be done.

Mr. Warner asked the date of the Public Meeting. Ms. Pereira stated March 23.

Ms. Bryant asked how the public is notified of the public meeting. Mr. Kopf stated rider's alerts, press release, the newspaper along with other publications.

Mr. Warner stated fare increase is one of the most difficult things for TSAC to do, and asked the committee to come to the next meeting prepared with questions.

Mr. Hardee asked what the 9,000 revenue hours is increasing from. Ms. Pereira stated 8,470 revenue hours.

## **B. Route Performance Monitoring**

**Brian Horton**

Brian Horton CATS Planning and Special Operations presented an update on Route Performance Measures for all 72 bus routes in the CATS system. The measures were calculated for the calendar year 2015, comparing trends, as well as 2015 rankings. Each route is scored four times-- both by passengers per hour and net cost per passenger, and both by route type (local, express, shuttle, circulator) and system wide. A route that performs as equally well as the average would score 1.0, below average less than 1.0, and above average over 1.0. The four ratio measures are then averaged to create a composite index score for each route. Mr. Horton also explained the high scoring routes, routes on the move, low scoring routes, and route concerns.

Mr. Warner asked what the distinction is between a shuttle and a local service. Mr. Horton stated a shuttle is anything that doesn't come into the uptown.

Mr. Maloy asked if there were any other corrective action plans other than the shuttles. Mr. Horton stated the Route 60 was just extended to the new Veteran's Center and the Wilkerson's Walmart.

Mr. Hilsman asked if the Route 60 bus was going to go into the Veteran center. Mr. Horton stated it does not go in right now because the center is not open but when it opens the Route 60 will go into the Veterans center but the full size bus will only go in during the hours the Center is open. Mr. Hilsman also stated drivers were concerned whether the bus could go into the center and have enough room to get back out with the

parking there and then making the left hand turn. Mr. Horton stated CATS worked very closely with the Center and the driveway works more like a street with room for the buses even with the parking and there is a traffic light at Cascades Point where the buses will be able to make the left hand turn onto Tyvola.

#### **IV. Service Issues**

Mr. Jernigan thanked CATS for the stop changes at North Davidson & 16th street, but said the trash can is still sitting at the old stop area and needed to be moved to the current stop.

Mr. Horstman stated the post that holds the CATS sign at the top of the hill by the Ale House only has the CATS sign and no route listings. Mr. Kopf stated we will check that out.

Mr. Hilsman stated the Route 60 stops are so far between it's hard to make the connection with the other routes. Mr. Hilsman suggested a stop closer to West Blvd.

Mr. Raymond asked since Iredell County is part of the MPO has Mooresville or Iredell County been approached about the cost share for the 77X as the service was niched during the recession. Mr. Kopf stated since Mooresville is part of the MPO they use to get money from the 5310 grant that is earmarked towards services for the elderly and disabled. It is not really earmarked for express service. However CATS can approach them about cost share again.

Mr. Maloy stated on Martin Luther King Day in the transit center, all the kiosks were blank. Mr. Kopf stated it must have been a malfunction.

Mr. Maloy also stated on his reverse commute there were a couple of times where the bus was not there, 336-ride response was that it was a break down. Mr. Maloy wondered if the communication between 336-ride and operations could be clearer. Also Mr. Maloy stated he walked the entire uptown route of the 77 and took pictures of all of the sign boards and discovered there are discrepancies between the sign boards of what times and what buses are to show up. Mr. Kopf stated CATS will look into that.

#### **V. Chairman's Report**

Chairman Michael Warner stated he was not at the MTC meeting so Co-Chairman Joshua Niday reported on the MTC meeting saying there was a report on the CATS budget with more detail, CATS CEO talked about ridership and reported the fare boxes didn't always count riders so CATS is looking into buying new fareboxes and the cost, also Mr. Lewis spoke about the Shared Views Economy.

## **VI. Manager of Operation Report**

Mr. Larry Kopf CATS Planning and Special Operations Manager reminded the committee about the February 1 service change and assured that CATS will look into any adjustments that may be needed. Also that there was a lot of time spent on the planning of a parade for the victory of the Panthers but as we know that didn't happen. Also Mr. Kopf stated he had attended the first meeting for the upcoming PGA Championship that will be held in Charlotte in August 2017. Mr. Kopf stated that CATS is looking into new fareboxes that will have the smart card ability that also gives the ability to purchase fares on your phone then you just tap your phone on the fare box when boarding, other facets to the drop in ridership are that we think we are competing with Uber so CATS is looking into ways to be smarter like Uber. The North Meck Village riders was mentioned with the deviation aspect of it so CATS is looking at how we can add an app that people will be able to actually call the Village rider so we can be a more dynamic service. CATS received a grant to get started with the process. CATS is looking at first mile last mile issues so we are looking at ways to work with Uber where Uber picks up people and delivers them to a rail station or a park & Ride lot. Also there are discussions of looking at CATS Van Pools and making them part of the Uber world and CATS is looking to see if it's possible to have Uber assist with some of CATS STS trips when we are behind schedule.

The Meeting Adjourned

***Next TSAC MEETING: THURSDAY MARCH 10, 2016***